



National Health
Practitioner
Ombudsman

Our work in May 2026

Monthly approaches overview

1 May 2026 to 31 May 2026



National Health
Practitioner
Ombudsman

Please note: our data is subject to change due to ongoing investigations and quality assurance activities. If you have a question about our data, please contact us on 1300 795 265 or by email via complaints@nhpo.gov.au.

142

approaches
received



Down from 238
in May 2025



78

Ombudsman
complaints received



Down from 141 in
May 2025



6

FOI matter
received



Up from 0 in May
2025



1

privacy complaints
received



Up from 0 in May
2025



57

enquiries
received



Down from 97
in May 2025



Ombudsman complaints
were made by 59
individuals (down from
118 in May 2025)



1

FOI review
determination
(0 in May 2025)



0

notifiable data
breaches
assessed (0 in
May 2025)

Complaints to the Ombudsman

17

early resolution
transfers made



Down from 44
in May 2025



15

preliminary
inquiries made



Up from 14
in May 2025



1

investigations
launched



Up from 0
in May 2025



65

Ombudsman
complaints finalised

Down from 100
in May 2025



Stage complaint was finalised

37 assessment

13 preliminary
inquiry

15 early resolution
transfer

0 investigation

OFFICIAL

Notification-related complaints to the Ombudsman

1 May 2026 to 31 May 2026

Please note: our data is subject to change due to ongoing investigations and quality assurance activities. If you have a question about our data, please contact us on 1300 795 265 or by email via complaints@nhpo.gov.au.



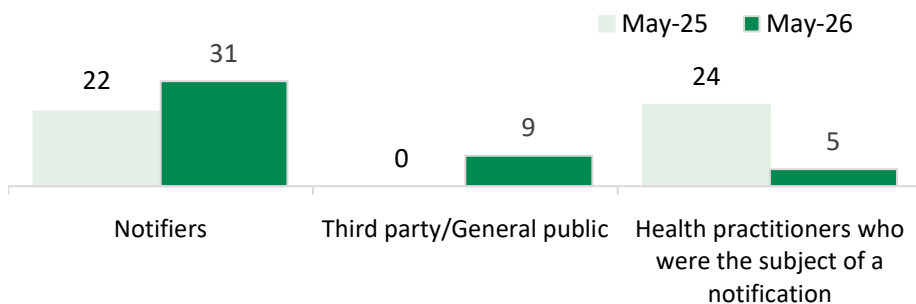
45

notification-related complaints received

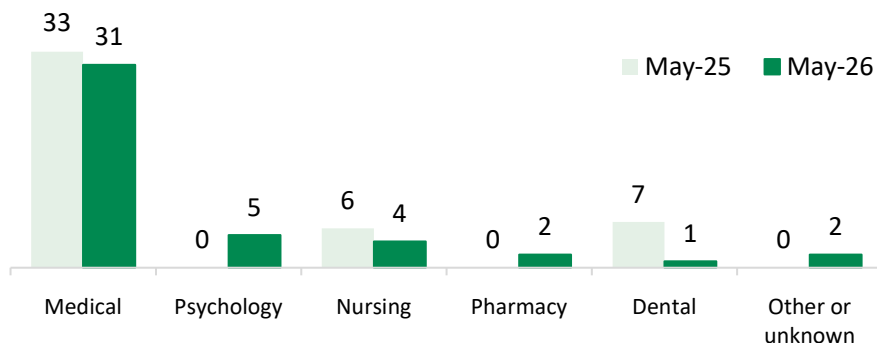


Down from 46 in May 2025

Who made notification-related complaints



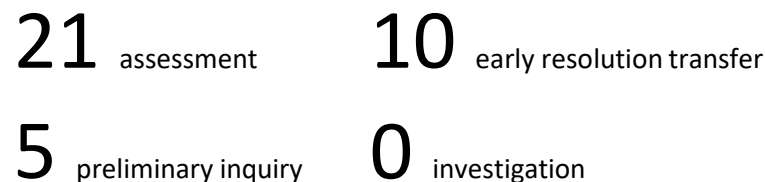
Professions notification-related complaints were about



Types of notification actions that most frequently drove notification-related complaints

1. No further action taken at the assessment stage
2. An active notification
3. Action taken in the form of immediate action
4. No further action taken at an unknown stage
5. Matter not processed as a notification

Stage notification-related complaints were finalised



Most common outcomes of notification-related complaints

1. The complainant did not provide information that our office had requested
2. The organisation's response to the complaint was fair and reasonable
3. An investigation was not warranted in the circumstances
4. The complainant was not directly impacted by the concerns they had raised
5. The matter complained about was still actively being considered by the organisation

Registration-related complaints to the Ombudsman

1 May 2026 to 31 May 2026

Please note: our data is subject to change due to ongoing investigations and quality assurance activities. If you have a question about our data, please contact us on 1300 795 265 or by email via complaints@nhpo.gov.au.



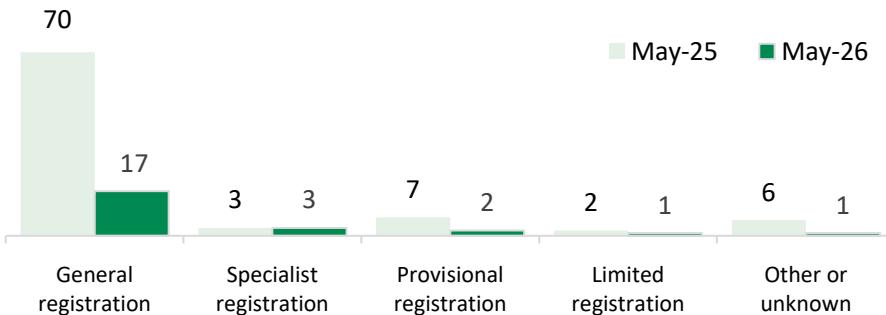
24

registration-related complaints received

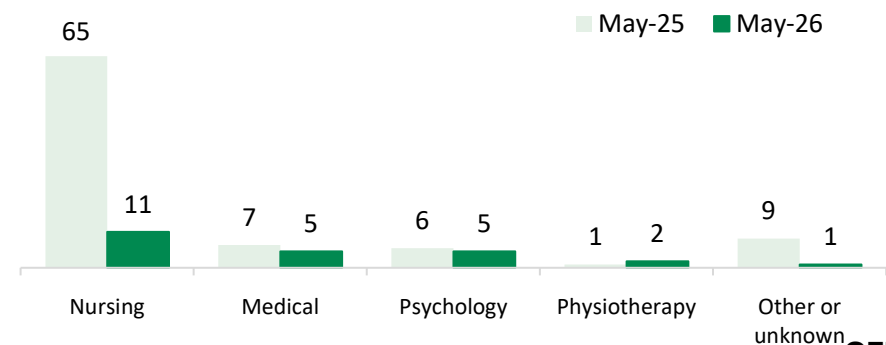


Down from 88 in May 2025

Types of registration driving registration-related complaints



Professions registration-related complaints were about



Registration processes that most frequently drove registration-related complaints

1. Processing of a registration renewal application
2. Processing of a new registration application
3. Fees charged for registration
4. Transitioning from 1 registration type to another
5. Assessment of an international qualification

Stage registration-related complaints were finalised

12 assessment 2 early resolution transfer
 1 preliminary inquiry 0 investigation

Most common outcomes of registration-related complaints

1. The complainant asked to withdraw their complaint
2. The complainant did not provide information that our office had requested
3. The organisation's response to the complaint was fair and reasonable
4. An investigation was not warranted in the circumstances
5. The matter complained about would be more appropriately considered by a court or tribunal

Accreditation-related complaints to the Ombudsman

1 May 2026 to 31 May 2026



National Health Practitioner Ombudsman

Please note: our data is subject to change due to ongoing investigations and quality assurance activities. If you have a question about our data, please contact us on 1300 795 265 or by email via complaints@nhpo.gov.au.

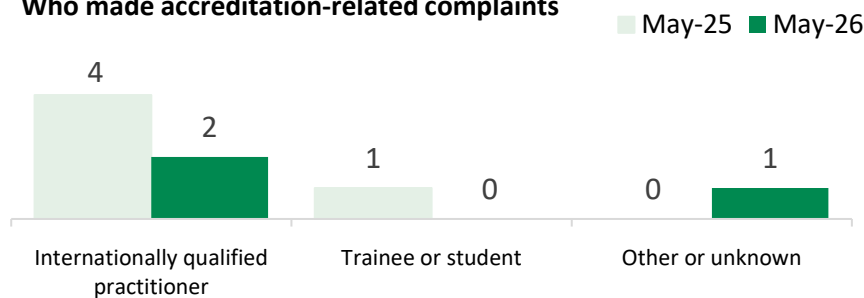


3 accreditation-related complaints received

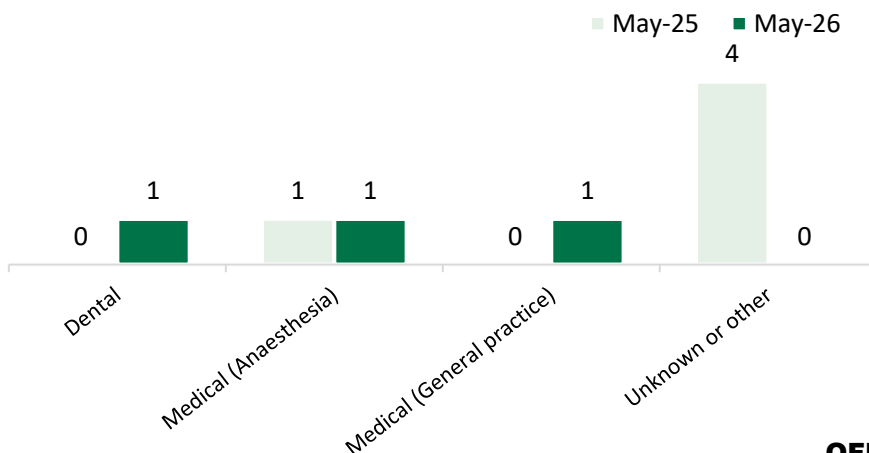


Down from 5 in May 2025

Who made accreditation-related complaints



Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

1. Assessment of an international qualification
2. Oversight and monitoring by an accreditation entity
3. Fairness of an examination

Stage accreditation-related complaints were finalised

7 assessment **1** early resolution transfer
1 preliminary inquiry **0** investigation

Most common outcomes of accreditation-related complaints

1. The matter complained about was still actively being considered by the organisation
2. The complainant asked to withdraw their complaint
3. The organisation's response to the complaint was fair and reasonable
4. The complainant did not provide information that our office had requested



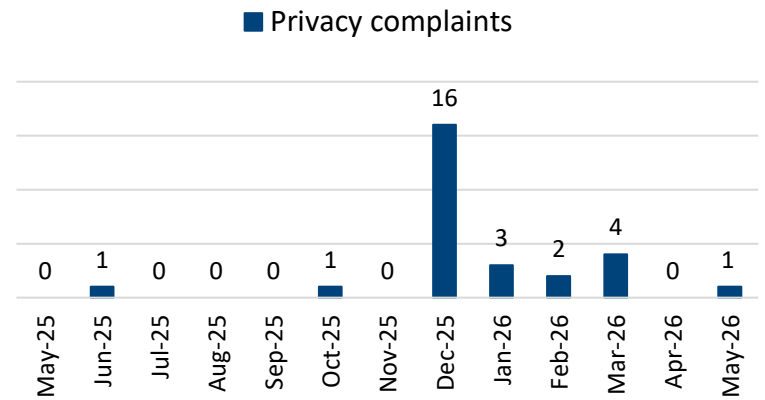
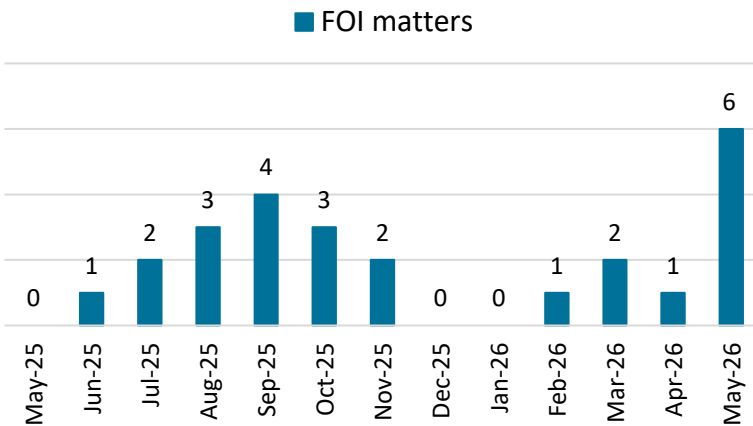
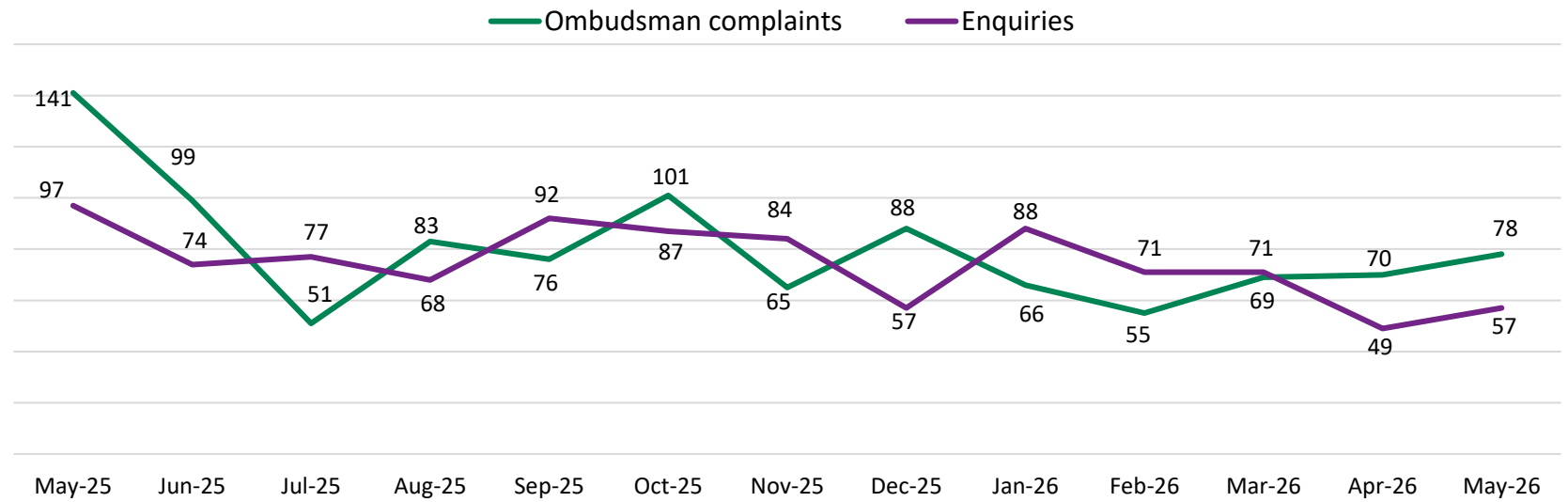
National Health
Practitioner
Ombudsman

Our financial year to date

1 July 2025 to 31 May 2026

Approach trends

1 May 2025 to 31 May 2026



Ombudsman complaints received from 1 July 2025 to 31 May 2026

Please note: our data is subject to change due to ongoing investigations and quality assurance activities. If you have a question about our data, please contact us on 1300 795 265 or by email via complaints@nhpo.gov.au.

Types of complaints received

455 ↓ notification
Down from 475 in the same period last financial year

232 ↓ registration
Down from 300 in the same period last financial year

66 ↑ accreditation
Up from 65 in the same period last financial year

Who made complaints

500 health practitioners
302 non-practitioners

↓ Down from 601 in the same period last financial year

↑ Up from 280 in the same period last financial year

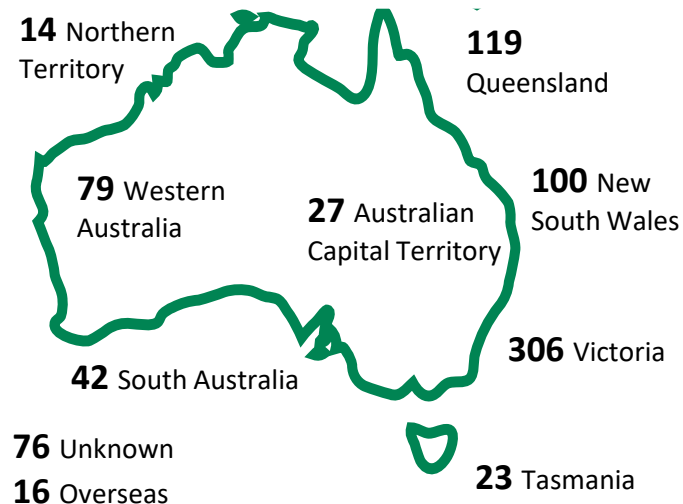
Professions most complaints were about

463 medical ↓ Down from 524 in the same period last financial year

107 nursing ↓ Down from 169 in the same period last financial year

85 psychology ↑ Up from 71 in the same period last financial year

Location complaints were made from



Most common notification-related issues that drove complaints

1. Notifier believes a decision to take no further action at the assessment stage was unfair or unreasonable
2. Notifier believes inadequate reasons were provided for a decision to take no further action at the assessment stage

Most common registration-related issues that drove complaints

1. Practitioner believes the process for renewing their general registration was unfair
2. Practitioner believes the handling of their application for general registration was unreasonably delayed

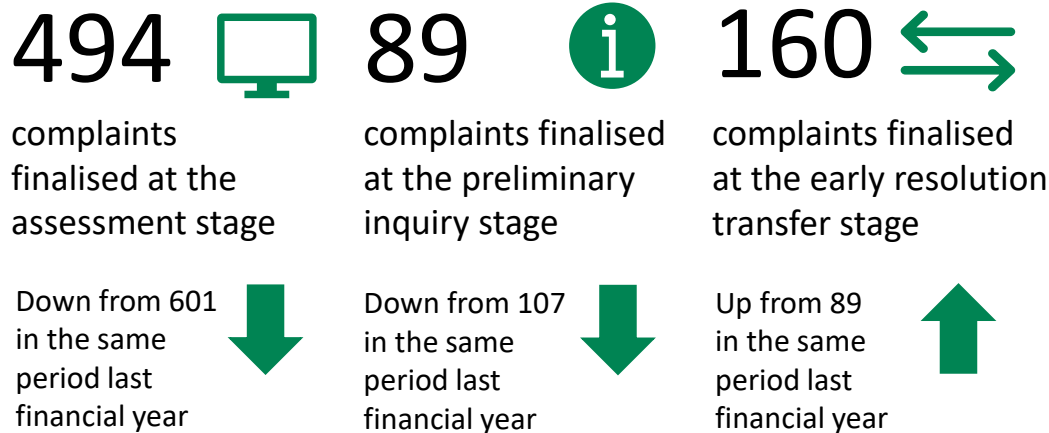
Most common accreditation-related issues that drove complaints

1. Internationally qualified practitioner believes fees charged for accreditation processes were unfair or unreasonable
2. Internationally qualified practitioner believes the outcome of a merits review process was unfair or unreasonable

Resolution of Ombudsman complaints from 1 July 2025 to 31 May 2026

Please note: our data is subject to change due to ongoing investigations and quality assurance activities. If you have a question about our data, please contact us on 1300 795 265 or by email via complaints@nhpo.gov.au.

Early resolution mechanisms



Most common outcomes at early resolution stages (assessment, preliminary inquiry and early resolution transfer)

1. An investigation was not warranted in the circumstances
2. The organisation's response to the complaint was fair and reasonable
3. The complainant did not provide information that our office had requested for us to further consider their concerns
4. The matter complained about was still actively being considered by the organisation
5. The complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision

Investigations



Most common investigation outcomes

1. Our office provided the complainant with a further explanation
2. Our office provided feedback to the organisation complained about
3. The organisation took appropriate steps to address a systemic problem
4. Our office is addressing the concern as a systemic issue
5. The organisation provided an apology or acknowledgement

Ombudsman and Commissioner's observations

My office received 142 approaches during May 2026. This represents a significant reduction from May 2025 when 238 approaches were received. We received fewer complaints to the Ombudsman (78, down from 141) and enquiries about matters my office could not assist with (57, down from 97).

The reduction in complaints to the Ombudsman can mostly be attributed to fewer nurses and midwives encountering problems with Ahpra's practitioner portal when renewing their registration this year. Last year, hundreds of thousands of nurses and midwives used Ahpra's practitioner portal for the first time. Many practitioners contacted my office about issues they experienced, including technical difficulties and that they could not contact Ahpra for help. We received 9 complaints about these issues in May 2026, compared to 52 in May 2025.

Complaints related to the handling of notifications were mostly consistent with last year (45, down from 46). However, we received fewer complaints about the handling of notifications from health practitioners who were the subject of a notification. While complaints from notifiers (31, up from 22) and third parties (9, up from 0) both increased, complaints from practitioners reduced from 24 complaints to 5.

This month brought an unusually high number of Freedom of Information (FOI) applications. Six new applications for review were received, representing the busiest month for our FOI function all year. I also made 1 decision regarding an FOI application this month, in which I decided to affirm Ahpra's decision. This decision is published on our website: www.nhpo.gov.au/foi-review-decisions.